



# **TRICARE Area Office Europe Overview**

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Director, Remote Site Healthcare  
TRICARE Area Office Europe



# TRICARE Europe Area of Responsibility (AOR)



# TAO-E Mission and Vision

- **Mission** - Ensure accessible, quality health services through administration of a coordinated, cost effective multi-service health plan for all entrusted to our care.
- **Vision** - To be the most valued resource for health services throughout Europe, Africa, and the Middle East.



# Roles and Responsibilities

- TAOs – We “manage the health plan”
  - Purchased care system
  - Quality and accessible health care
- MTFs – Direct Care and surrounding Preferred Provider Networks
- TGRO – Coordination and management with International SOS
- New and improved health plan





# Governance

- TRICARE Management Activity (TMA)
- Executive Steering Committee (ESC)
  - Director, TAO-E
  - EUCOM Surgeon
  - Component Surgeons
  - 1 MTF Commander Representative from each Service
  - 1 Dental Representative



# Facts & Figures

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	<u>2006</u>	<u>2008</u>
• Eligible Beneficiaries:	261,556	234,143
• Enrolled in Prime:	217,592	180,184
• Retirees & Dependents	36,820	
<b>35,802</b>		
• MTFs in AOR	45	37
• TGRO Locations	131	135
• TGRO Beneficiaries	7,236	7,605
• TGRO Outreach Beneficiaries	590	
<b>639</b>		



Source: M2, Internal Remote Site Records  
Date: Eligible enrolled Sept07/ Aug08



SCOTLAND

Glasgow

ENGLAND  
UNITED  
KINGDOM

Lakenheath, USAF Hospital

Landstuhl Regional Medical C...  
(Storknesting)

Hamburg

Berlin

Frankfurt

Dortmund

Paris

Munich

Spangdalem, USAF Hospital

Wuerzburg, US Army Hospital

Ljubljana

Turin

Milan

Aviano, USAF Hospital  
(Storknesting)

Sarajevo

Naples, US Naval Hospital  
(Storknesting)

Rota, US Naval Hospital

Barcelona

Rome

Naples

Palermo

Tunis

Tripoli

Algiers  
Alger

Oran

MOROCCO

ALGERIA

TUNISIA

Mediterranean Sea

LIBYA

Alexandria  
El Iskandariya

MAṬRŪH

Jerusalem  
Al Quds

EGYPT

Damascus

Izmir  
Smyrna

Athens

Bursa

Konya

Ankara

Istanbul

Nicosia

Al Quds

SYRIA

Black Sea

Bucharest

Belgrade

Zagreb

Ljubljana

Vienna

Prague

Kraków

Warsaw

Warsaw

Kaliningrad

Vilnius

Minsk

LITHUANIA

LATVIA

PSKOV

TVER'

Moscow

Ryazan

Penza

Tula

Kursk

Homel

Kiev

Dnipropetrovsk

Krivoy Rog

Chisinau

Krasnodar

KRASHODAR

Donetsk

Kharkiv

Voronezh

Nizhny Novgorod

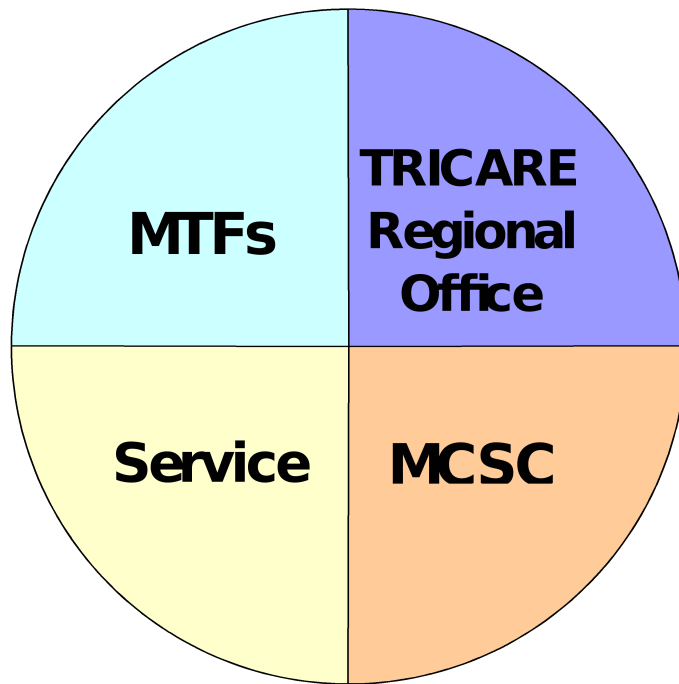
Nizhny Novgorod

# TRICARE Global Remote Overseas

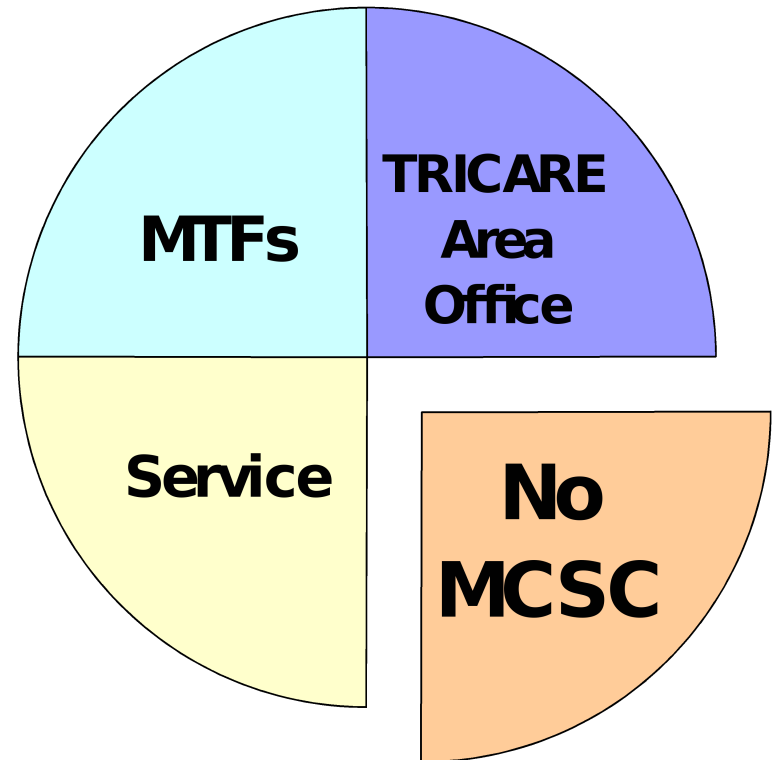


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# ***TRICARE Area Office performs many of the MCSC roles***



**CONU  
S**



**OVERSEAS**



# **TRICARE Area Office-Europe Structure and Functions**





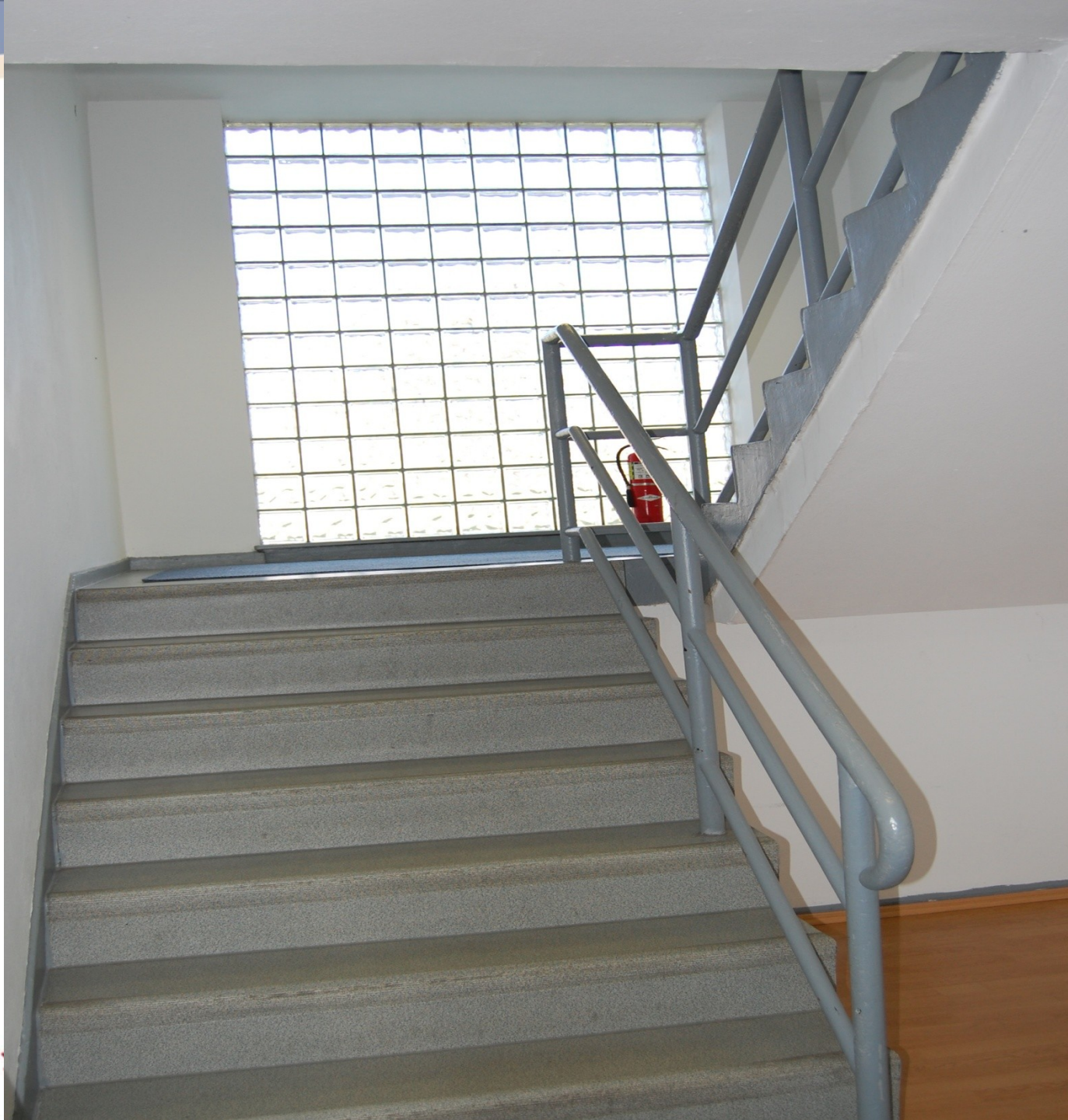
But first, a  
tour through  
the office...





MSgt  
Chambers is  
here today!













# TRICARE Area Office - Europe

**Executive Director**

**Senior Enlisted Liaison**

**MSgt Chambers**

**Program Operations**  
**CAPT Copenhaver**

- Customer Support Services
- Remote Site Health Care
- Health Educator

**Business Operations**  
**Major Cahill**

- Resource Management
- Finance & Acquisition
- Information & Technology

**Clinical Operations**  
**Col Williams**

- Medical Director
- Dental
- Population Health
- Women, Infants, & Children (WIC)-Overseas
- Preferred Provider Network





# Executive Office





Col Williams











MSgt Chambers

# Program Operations





# CAPT Copenhaver



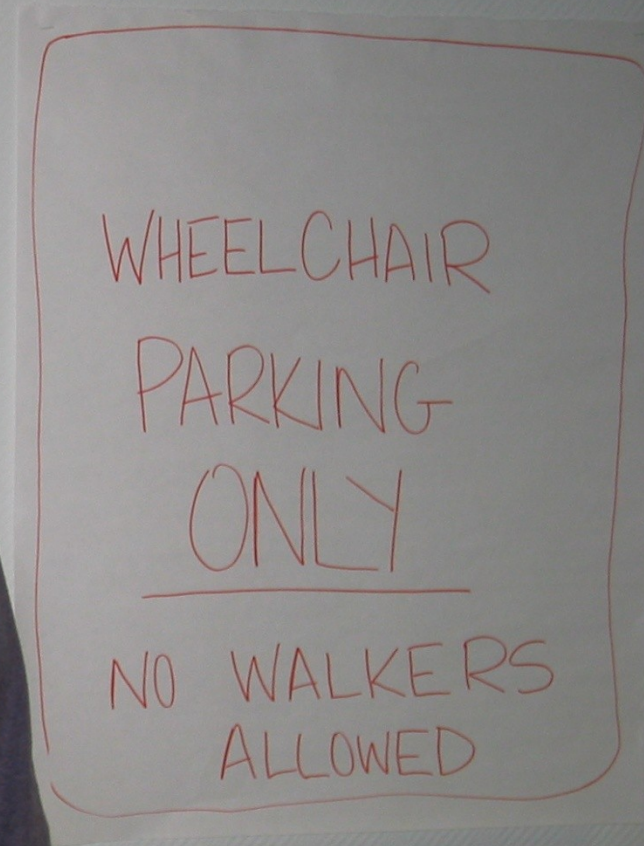
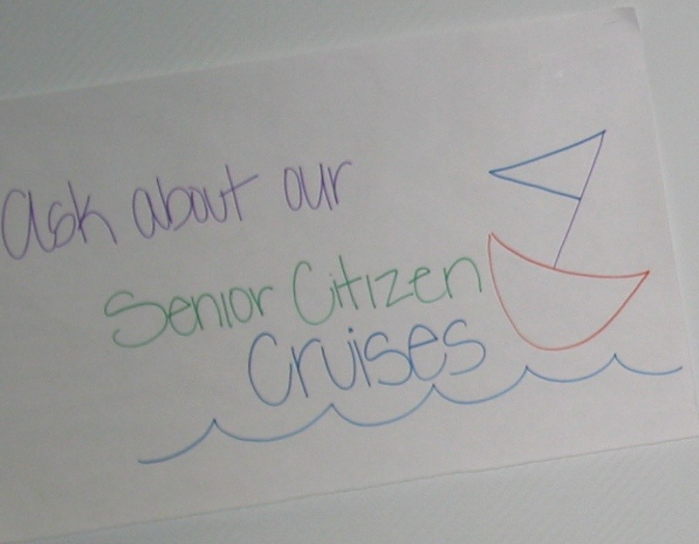


# Program Operations Division

- Customer Support Services
  - Five staff members (1 LN, 4 CN)
  - MTF Medical Service Coordinators and Central TRICARE Service Center (Enrollments contract)
  - Beneficiary counseling and MTF assistance
  - Claims processing issues
  - Benefit and policy interpretation/input
  - Training



# Uli Engel





# Kathy Roskosky





Harriett Bryant



Chadsidy Sanders



Nohemi Parron



Judith Banos



# Program Operations Division

- Remote Site Program
  - Two staff members (1 AD, 1 LN)
  - TRICARE Global Remote Overseas (TGRO) program management
  - TGRO Outreach site support
  - Point-of-Contact program and training
- Health Educater
  - One staff member (GS)
  - Beneficiary Education
  - Marketing



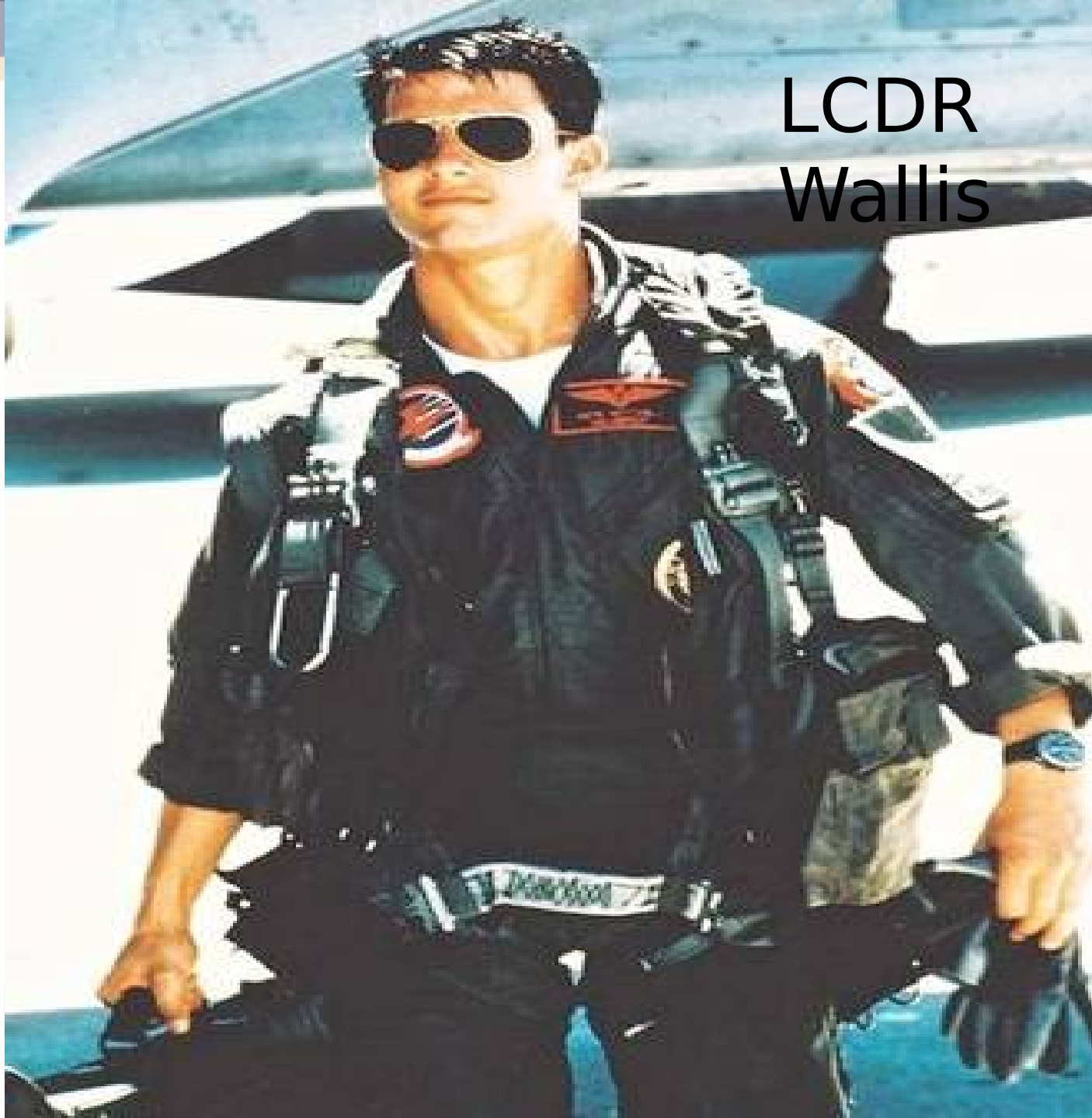


Waldemar  
Pustul





LCDR  
Wallis





Muriel Metcalf

# Business Operations



# Business Operations Division

- Finance and Acquisition
  - Staff of three (1AD, 2 LN)
  - Resource management
  - Personnel Administration
  - Contract administration
- Information Management
  - Network administration
  - Application development
  - Metrics & Data analyses





# MAJ Cahill





# Domenico Maddaloni

A photograph of a man, Domenico Maddaloni, sitting at his desk in an office. He is wearing a light blue shirt and a dark blue cardigan. He is looking at a computer monitor and has his hand on a mouse. The desk is cluttered with papers, a keyboard, a water bottle, and other office supplies. In the background, there is a wooden cabinet with labels 'ACTIVE' and 'ARCHIVES', and a map of Italy on the wall. The name 'Domenico Maddaloni' is written in large white text in the top left corner of the image.





Ken

Gall





Maj Jacob Van  
Sant



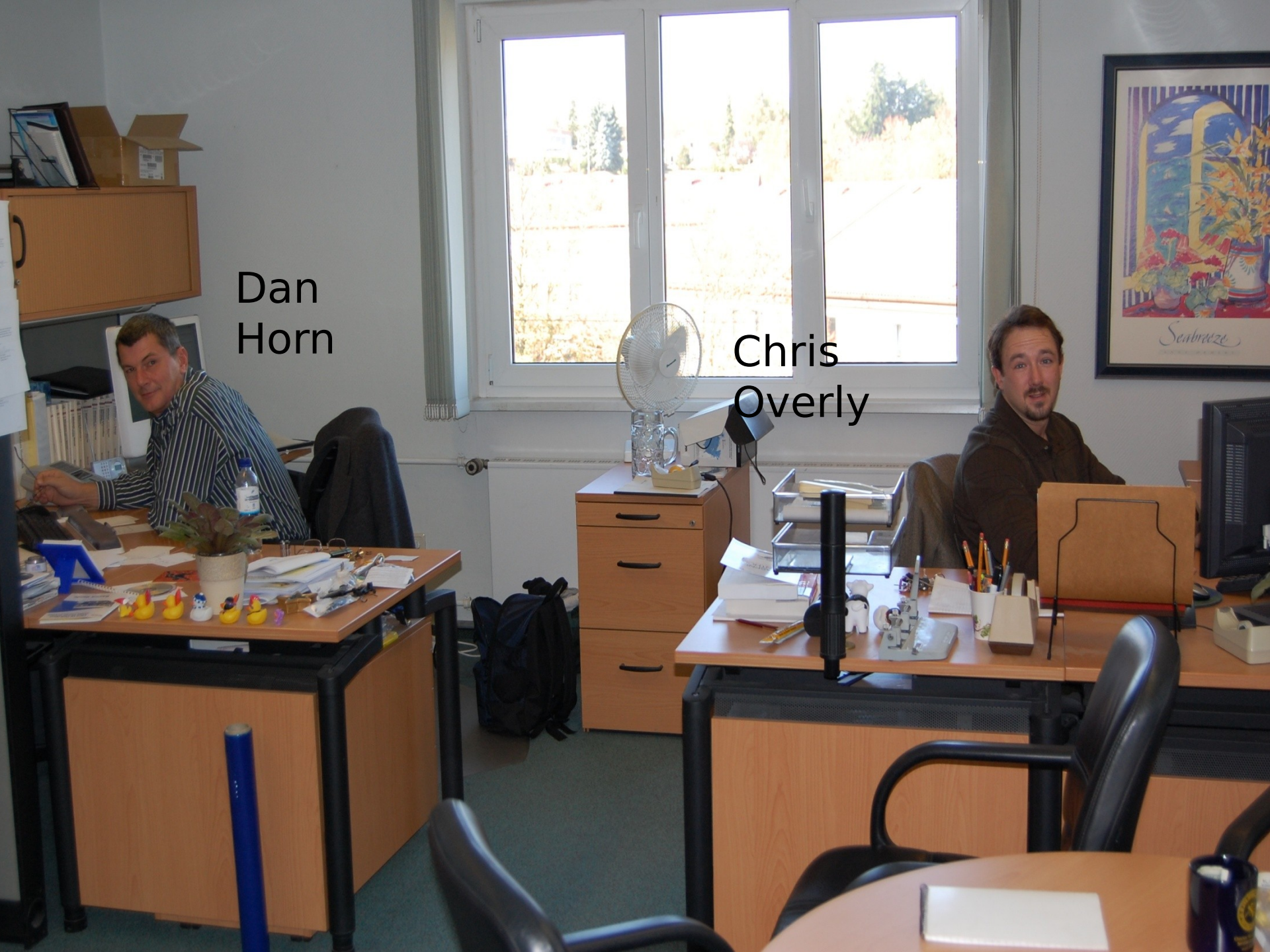


Ray Holder



Dan  
Horn

Chris  
Overly



# Clinical Operations





# Clinical Operations Division

- Case Management
  - Preauthorization for Inpatient Mental Health
  - Preauthorization for Morbid Obesity and Plastic Surgery
- PPN/Partnerships
- WIC-O
- Nurse Advice Line
- Host Nation Quality Program
- Dental Program





LT Westrum





Ann Milroy







Dr.  
Schad

Dr.  
Corman





April Parsells



Sharon Brace





Darth  
Vader

Prince of  
Darkness

Martin  
Hollingsworth





# Overseas Health care challenges

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- Health systems vary in each country
  - Private Medicine vs. Socialized Medicine
- No standardization for accreditation
  - Quality standards are subjective
- TRICARE pays billed charges
  - “Reasonable Costs”
  - PPP payment parity
  - Fraud





**Your Passport to  
Quality Health**